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**DIO Accommodation customer  
satisfaction tracker survey**

**Q2 2016/17**

**V1 Report**

**October 2016**



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## Project details and acknowledgements

Title	DIO Accommodation customer satisfaction tracker survey Q2 2016/17
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# Executive Summary

This section provides a brief summary of the key findings from DIO Accommodation customer satisfaction survey. Detailed findings are presented in the subsequent sections of this report.

- Overall, 57% of customers are satisfied, and 28% dissatisfied, with the **service provided by DIO Accommodation and its contractors**. The level of satisfaction in Q2 2016/17 (54%) is lower than the previous quarter (58%), similar to q4 2014/15, but substantially lower than in Q3 2014/15 (65%).
- 80% of customers are satisfied, and 11% dissatisfied, with the **rules that govern entitlement to SFA**. Satisfaction in Q2 2016/17 (81%) is similar to the three previous quarters (79%, 78% and 83% respectively).
- 66% of customers express satisfaction with the **overall quality of their home**, whilst 24% express dissatisfaction. Satisfaction expressed in this quarter (61%) is slightly lower than the previous quarter (67%).
- 81% of customers are satisfied, and 11% dissatisfied, with the **SFA estate as a place to live**. Satisfaction in this quarter (82%) is similar to the previous quarter (81%).
- 66% of customers are satisfied, and 23% dissatisfied, with **the upkeep of communal areas**. Satisfaction levels expressed in Q2 2016/17 (66%) is in line with the previous three quarters (66% - 67%).
- 76% of customers are satisfied, and 16% dissatisfied, with **the value for money that daily occupancy charges provide**. Satisfaction in this quarter (75%) is similar to previous quarter (77%) and higher than Q4 of 2015/2016 (71%).
- 71% of customers are satisfied, and 20% dissatisfied, with the **arrangements for allocating SFA**. Satisfaction in Q2 2016/17 (71%), is similar to previous three quarters (70-74%).
- 74% of customers are satisfied and 20% dissatisfied, with the **way the 'Move In' is dealt with**. Satisfaction expressed in this quarter Q2 2016/17 (74%) is consistent with that expressed in Q1 2016/17 and Q4 of 2016/17 (75%) and slightly higher than Q3 of 2015/16 (71%).
- 42% of customers are satisfied, and 45% dissatisfied, with **the way the contractor deals with repairs and maintenance issues**. This question drew one of the lowest levels of satisfaction, and highest levels of dissatisfaction throughout the survey. The overall satisfaction level expressed in this quarter (42%), is higher compared to Q1 2016/17 (39%) and consistent with Q4 of 2015/16 (43%).
- 86% of customers are satisfied, and 10% dissatisfied, with the **way the 'Move Out' is dealt with**. This question drew one of the highest levels of satisfaction, and lowest levels of dissatisfaction throughout the survey. At 86%, the overall satisfaction level expressed in Q2 2016/17 is in line with Q1 2016/17 and Q4 of 2015/16 (84%) and slightly lower than Q3 2015/16 (89%).
- Overall, 57% of customers are satisfied that DIO accommodation gives them the **opportunity to make their views known** and 22% indicate some degree of dissatisfaction. Satisfaction has decreased slightly in Q2 2016/17 to 57%, after gradually increasing from 55% in Q4 2015/16 to 59% in Q1 2016/17.
- Only 40% of customers are satisfied, and 22% dissatisfied, that DIO Accommodation **listens to views and acts upon them**. This question yields one of the lowest levels of satisfaction and highest levels of dissatisfaction. Satisfaction is low in this quarter (39%) is similar to Q1 2016/17 and Q4 2015/16 (40%) and lower than in Q3 (44%) of 2015/16.

- Overall, 51% of customers feel that DIO Accommodation is good (very good and good combined) at **keeping customers informed** and 22% of customers state that DIO Accommodation is bad (bad and very bad combined) at it. The proportion of satisfied customers in Q2 2016/17 (45%) is considerably lower than in previous three quarters (52-53%).

From looking at which areas produced the highest and lowest levels of satisfaction, the diagram below summarises key areas of successes and areas where there is room for improvement.



**Table 1: Satisfaction breakdown**

Question	Satisfaction							
	Q3 2015/16	Q4 2015/16	Q1 2016/17	Jul - 16	Aug -16	Sep - 16	Q2 2016/17	Rolling 12 Months
Overall service provided	65%	53%	58%	45%	61%	56%	54%	57%
Rules that govern entitlement	83%	78%	79%	78%	83%	81%	81%	80%
Quality of home	66%	65%	67%	61%	71%	70%	67%	66%
SFA estate as a place to live	84%	79%	81%	76%	84%	86%	82%	81%
Upkeep of communal areas	68%	66%	67%	61%	66%	64%	64%	66%
Value for money daily occupancy charges provide	84%	70%	76%	77%	73%	73%	74%	76%
Arrangements for allocating SFA	71%	74%	72%	66%	72%	65%	67%	71%
Move In was dealt with	71%	76%	74%	79%	74%	78%	77%	74%
Repairs and maintenance	45%	44%	39%	28%	47%	43%	39%	42%
Move Out was dealt with	89%	84%	84%	86%	87%	86%	86%	86%
Opportunity to make views known	59%	55%	59%	49%	61%	61%	57%	57%
Listens to views and acts upon them	44%	39%	39%	36%	40%	41%	39%	40%
Kept informed about issues (very good/good)	54%	52%	53%	44%	49%	43%	45%	51%

**Table 2: Dissatisfaction breakdown**

Question	Dissatisfaction							
	Q3 2015/16	Q4 2015/16	Q1 2016/17	Jul -16	Aug - 16	Sep - 16	Q2 2016/17	Rolling 12 Months
Overall service provided	21%	32%	30%	37%	29%	25%	30%	28%
Rules that govern entitlement	10%	13%	10%	13%	13%	12%	12%	11%
Quality of home	22%	27%	21%	30%	22%	20%	24%	24%
SFA estate as a place to live	10%	13%	12%	15%	8%	6%	9%	11%
Upkeep of communal areas	22%	22%	23%	32%	23%	24%	26%	23%
Value for money daily occupancy charges provide	9%	22%	17%	17%	18%	16%	17%	16%
Arrangements for allocating SFA	20%	17%	20%	25%	22%	26%	24%	20%
Move In was dealt with	22%	18%	18%	18%	21%	20%	20%	20%
Repairs and maintenance	41%	46%	46%	60%	41%	44%	48%	45%
Move Out was dealt with	7%	11%	12%	12%	10%	12%	11%	10%
Opportunity to make views known	19%	25%	22%	33%	22%	19%	24%	22%
Listens to views and acts upon them	26%	32%	30%	40%	33%	28%	33%	30%
Kept informed about issues (very bad/bad)	17%	25%	20%	29%	23%	25%	25%	22%

Orange indicates the top three highest percentages and blue indicates the three lowest percentages.

# Introduction

DIO Accommodation commissioned M·E·L Research to undertake a monthly customer satisfaction survey for customers living in service family accommodation (SFA).

## Methodology

The monthly customer tracker survey started in June 2013. Data collection takes place by telephone during the first two weeks of each month with a randomly selected sample of customers. Each month a minimum of 200 interviews are conducted with a total of 7,991 interviews being conducted so far. 587 interviews were conducted in Q2 2016/17. This report shows the findings from the 2,388 interviews conducted between Q3 2015/16 and Q2b 2016/17.

A revision to the questionnaire was made in Q3 2014/15:

- To understand reasons for low levels of satisfaction with the arrangements for allocating SFA, a question was added to understand the extent to which an allocated property meets customers' expectations.
- To gain insight into the frequency a repair is completed at the first visit, a question was added to be asked to all respondents who reported a repair and maintenance issue to a Help Desk.

To further understand a customer's relationship with DIO Accommodation, two questions have been added to:

- gauge satisfaction that DIO Accommodation gives customers the opportunity to make their views known;
- measure the extent to which customers feel DIO Accommodation keep them informed about issues that might affect them as a customer.

To measure the extent in which communications reach customers, an awareness question has been added.

The ranking priority question has been amended so customers are now asked to state their top priority only.

As a consequence of these additions, the questions looking at communication preferences and dissatisfaction with views being listened to, have been removed.

## Reporting conventions

We report decimal places rounded to the nearest whole number. If specific response options are then totaled, this can result in slight rounding differences in the figures reported. Owing to the rounding of numbers, percentages displayed visually on graphs may not always add up to 100%; this may also apply to some of the percentages reported for 'total satisfaction'. For example, 51.4% plus 44.2% equals 95.6%. Rounded to the nearest whole number this total would be reported as 96%. But in the report this would be shown as 51% plus 44% equalling 96%, giving the appearance that the reported total is incorrect.



# Results/findings

This section presents the overall findings.

## Satisfaction with the service provided by DIO Accommodation and its contractors

Taking everything into account, overall, 57% of customers living in Service Family Accommodation are 'very' (13%), or 'fairly satisfied' (44%) with the service provided by DIO Accommodation and its contractors. A third (29%) of customers indicate some degree of dissatisfaction. This leaves 14% who are neither satisfied nor dissatisfied.

**Figure 1: Overall satisfaction with the service provided by DIO Accommodation and its contractors**

Percentage of respondents- base size 2388

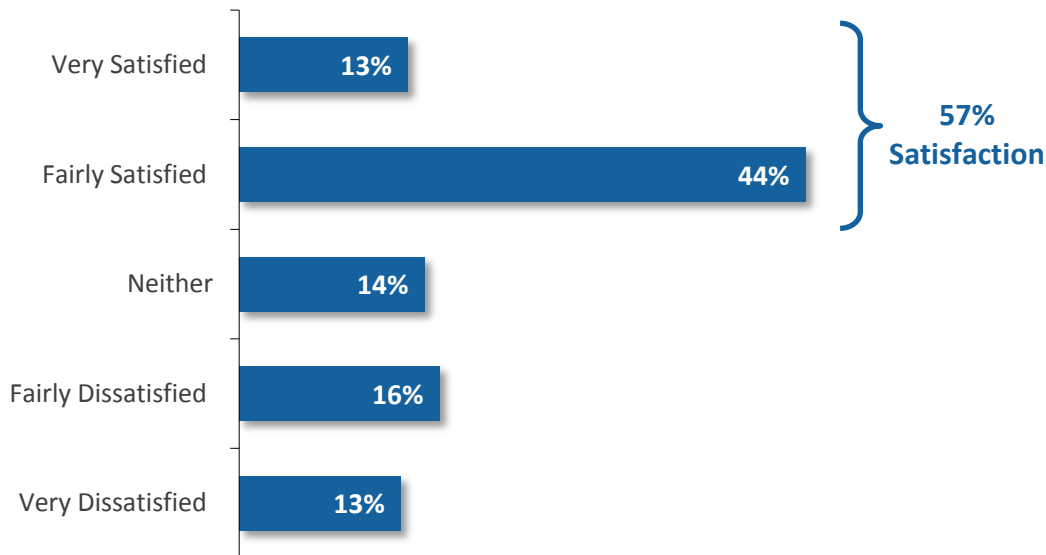
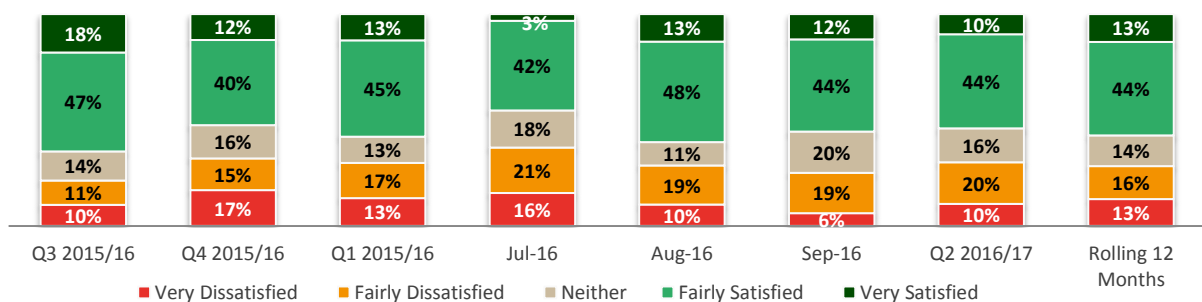


Figure 2 shows that overall satisfaction in Q2 2016/17 (54%) is lower than the previous quarter (58%), and substantially lower than than in Q3 2015/16 (65%). At 30%, dissatisfaction is the same as last quarter, but much higher than in Q3 of 2015/2016 (21%). When looking at the results on a month-by-month basis, performance appears to be lowest in July, with 45% reporting satisfaction and 37% reporting dissatisfaction.

**Figure 2: Overall satisfaction with the service provided by DIO Accommodation and its contractors**

Percentage of respondents



### Satisfaction with the rules that govern entitlement to SFA

Eight out of ten (81%) of customers are satisfied with the rules that govern customer entitlement to SFA, with just a little over a fifth (22%) indicating that they are 'very satisfied'. One in ten (11%) state that they are 'very' or 'fairly' dissatisfied. This question yields one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

**Figure 3: Satisfaction with the rules that govern customer entitlement to SFA**

Percentage of respondents- base size 2388

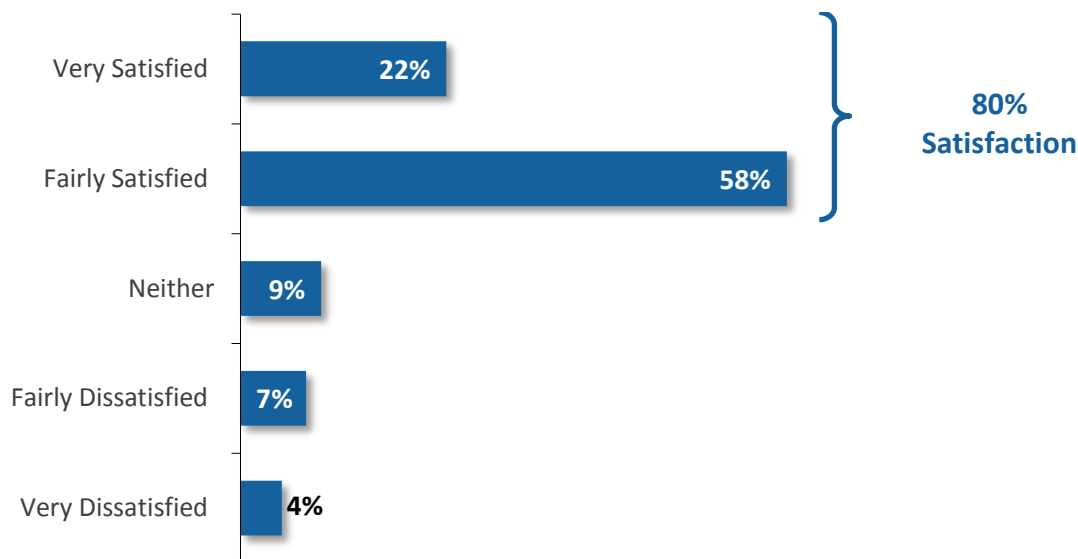
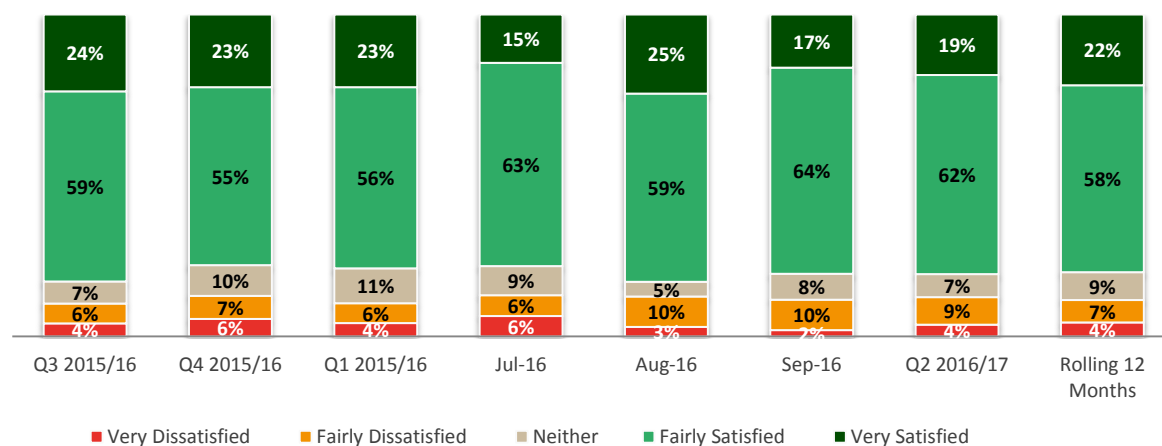


Figure 4 shows that at 81%, satisfaction in Q2 2016/17 is higher than in the previous two quarters (79% and 78% respectively) and lower than in Q3 of 2015/16 (83%). When looking at satisfaction with the rules that govern customer entitlement to SFA on a monthly basis, satisfaction increases from 78% in July, to 84% in August and then decreases to 81% in September.

**Figure 4: Satisfaction with the rules that govern customer entitlement to SFA**

Percentage of respondents

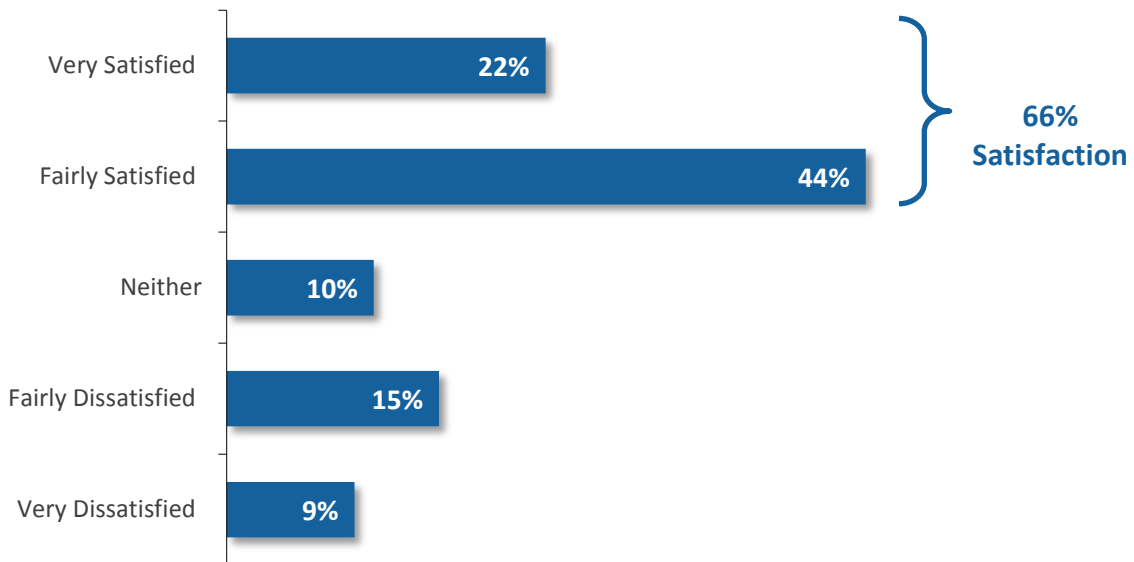


## Overall quality of home

Two thirds (68%) of customers state that they are satisfied with the overall quality of their home, with more than one fifth (22%) stating that they are 'very satisfied'. Almost a quarter (24%) are dissatisfied, leaving 10% who are ambivalent ('neither').

**Figure 5: Satisfaction with the overall quality of home**

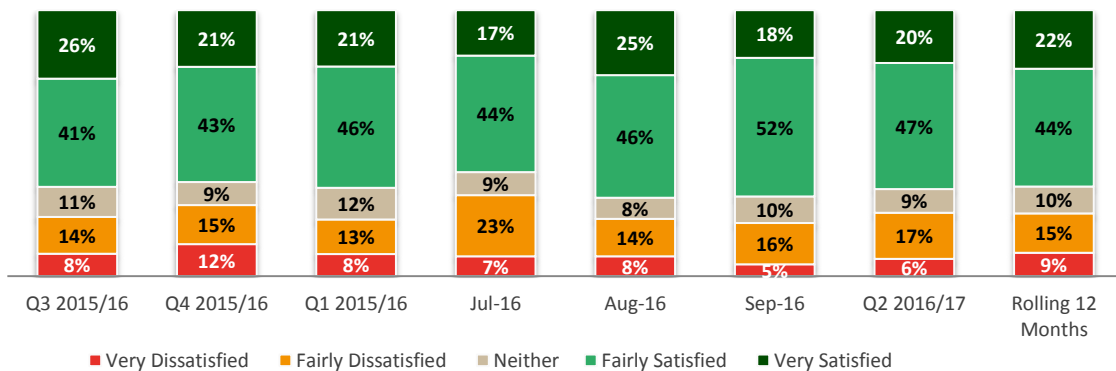
Percentage of respondents- base size 2388



Satisfaction expressed in this quarter (67%) is consistent with Q1 2016/2017 and Q3 2015/16 (67%) and slightly higher when compared to Q4 of 2015/2016 (64%). When analysing levels of satisfaction expressed by customers for the overall quality of their home by each month in Q2 2016/17, satisfaction increases from 61% in July, to 71% in August and then decreases slightly to 70% in September.

**Figure 6: Satisfaction with the overall quality of home**

Percentage of respondents

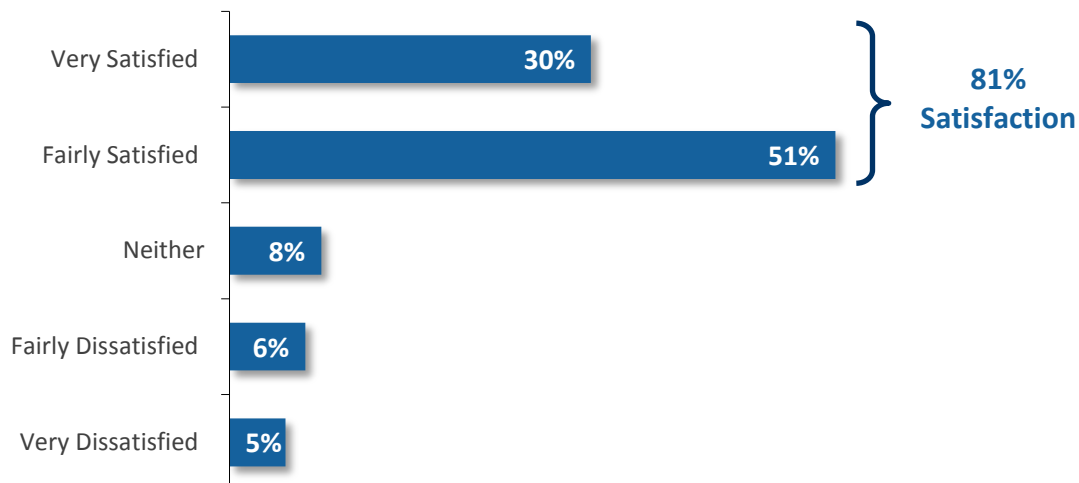


## SFA estate as a place to live

81% of customers are satisfied with the SFA estate as a place to live, with three out of ten (30%) expressing that they are 'very satisfied'. 11% express some degree of dissatisfaction. This question yields one of the highest levels of satisfaction and lowest levels of dissatisfaction expressed by customers in this survey.

**Figure 7: Satisfaction with SFA estate as a place to live**

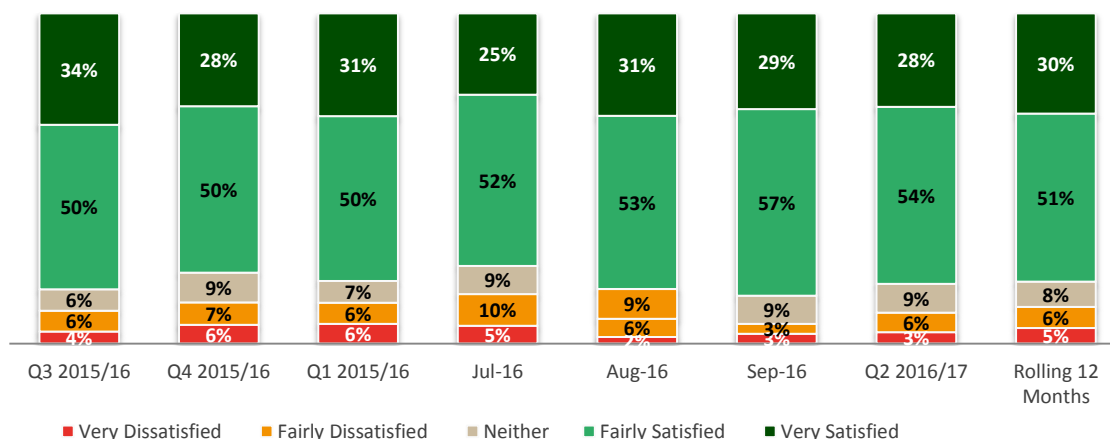
Percentage of respondents- base size 2388



As Figure 8 below illustrates, satisfaction in this quarter (82%) is consistent with Q1 2016/17 and Q3 2015/16 (81% and 84% respectively) and higher than in Q4 of 2015/2016 (78%). When analysing levels of satisfaction expressed by customers in this quarter on a monthly basis, it shows that satisfaction has increased continuously from 77% in July, to 84% in August and then to 86% in September.

**Figure 8: Satisfaction with SFA estate as a place to live**

Percentage of respondents

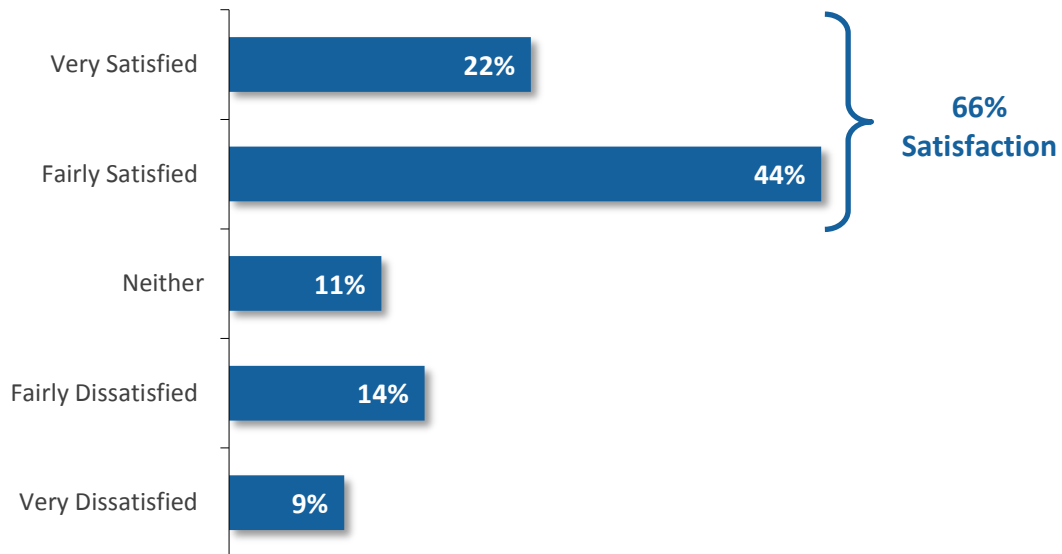


## Upkeep of communal areas

All respondents were asked how satisfied they are with the upkeep of communal areas, including grounds maintenance. Two thirds (66%) are satisfied, with more than a fifth (22%) stating that they are 'very satisfied'. Around a quarter (23%) of customers indicate some degree of dissatisfaction, whilst 11% state that they are neither satisfied nor dissatisfied.

**Figure 9: Satisfaction with the upkeep of communal areas, including grounds maintenance**

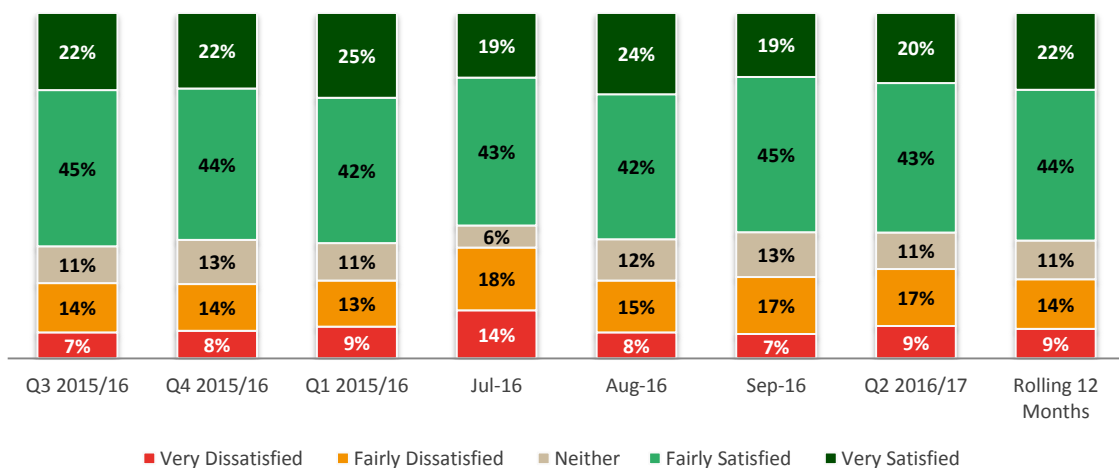
Percentage of respondents- base size 2388



Satisfaction levels expressed in Q2 2016/17 (66%) is in line with the previous three quarters (66% -67%). When analysing the same results by each month's data collection in Q2 2016/17, it shows that satisfaction with the upkeep of communal areas increases from 61% in July, to 66% in August and then decreases slightly to 64% in September.

**Figure 10: Satisfaction with the upkeep of communal areas, including grounds maintenance**

Percentage of respondents



## Value for money daily occupancy charges provide

Almost eight out of ten (76%) customers are satisfied that their daily occupancy charge provides value for money, with almost three out of ten (27%) expressing that they are 'very satisfied'. 16% express dissatisfaction in this area and 8% are neither satisfied nor dissatisfied.

**Figure 11: Satisfaction with that daily occupancy charges provide value for money**

Percentage of respondents- base size 2337 – non applicable removed

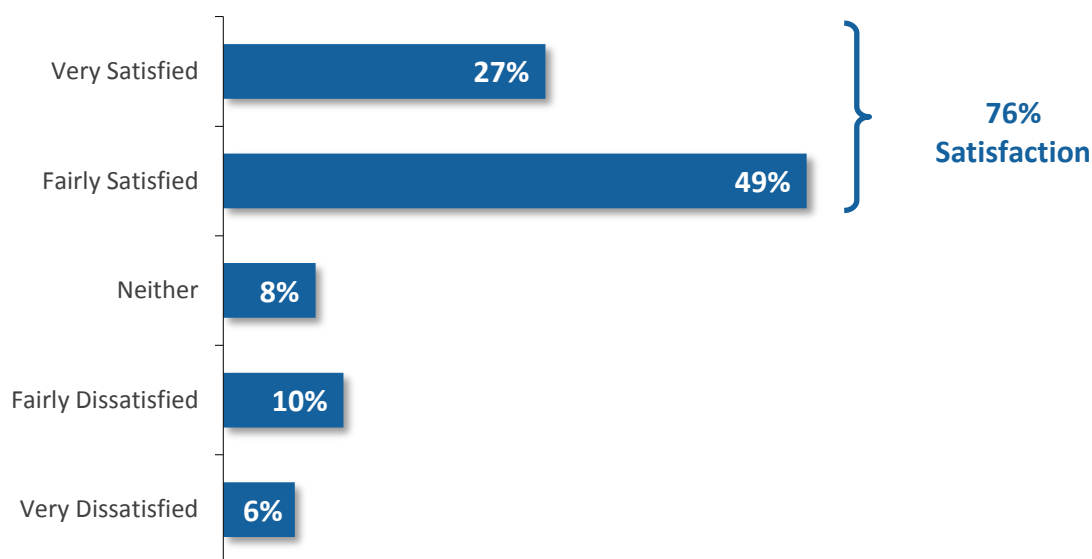
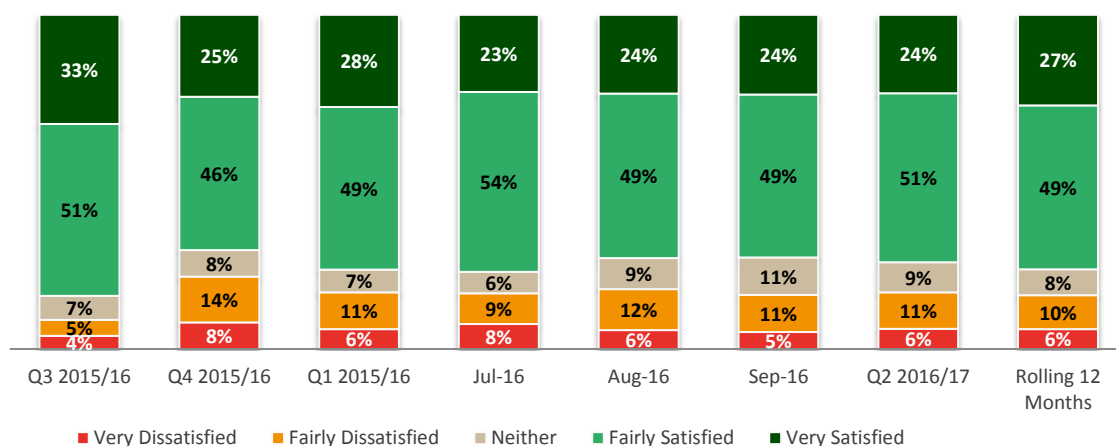


Figure 12 illustrates that satisfaction in this quarter (75%) is lower compared to the previous quarter (77%), but is still higher than Q4 of 2015/2016 (71%). Analysing the results from this quarter on a month-by-month basis, shows that satisfaction is higher in July (78%) and lower in August and September (73%).

**Figure 12: Satisfaction with that daily occupancy charges provide value for money**

Percentage of respondents – non applicable removed

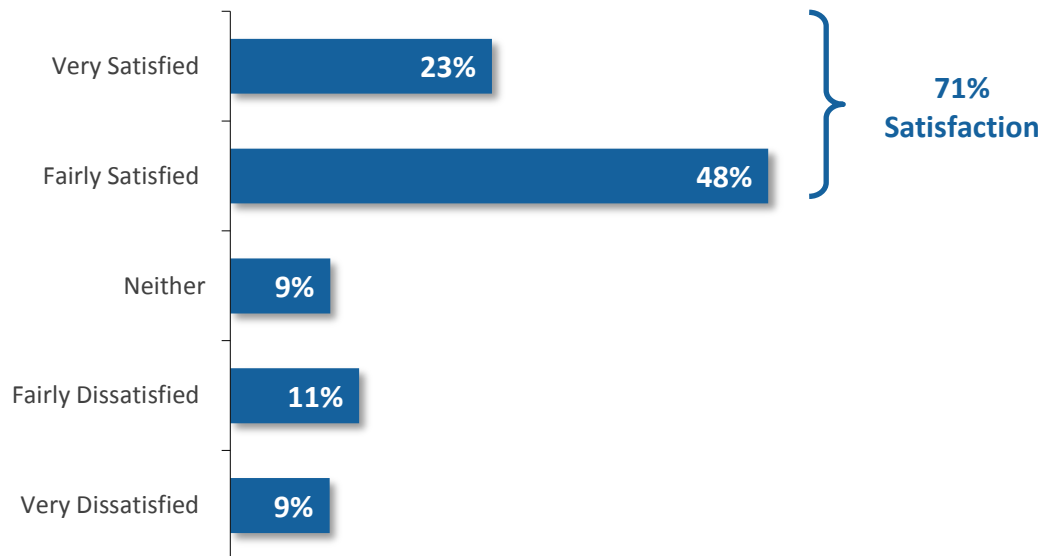


## Allocating SFA

All respondents were asked how satisfied they are with the arrangements for allocating SFA. As shown below, nearly seven out of ten (71%) report some degree of satisfaction, with 25% being 'very satisfied'. A fifth (20%) however express dissatisfaction in this area, which leaves 9% who appear to have no strong feelings either way.

**Figure 13: Satisfaction with the arrangements for allocating SFA**

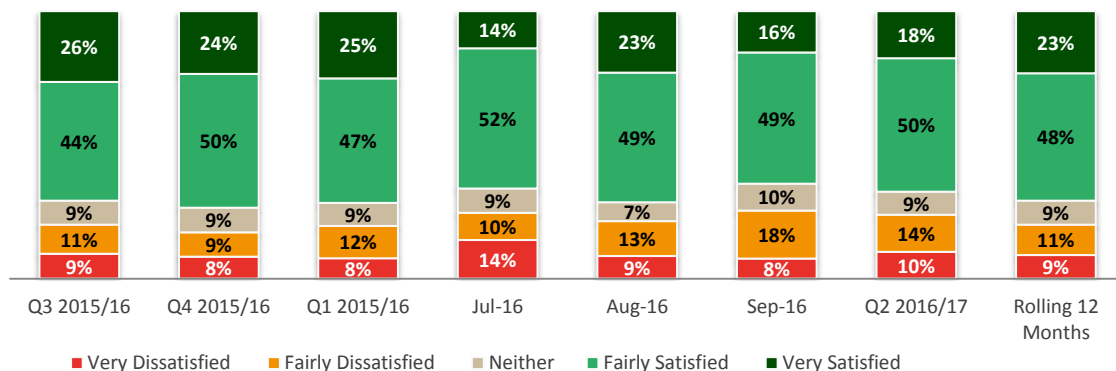
Percentage of respondents- base size 2388



Satisfaction in Q2 2016/17 (71%), is similar to previous quarters (70-74%). A monthly breakdown for this quarter shows that satisfaction was higher in August (72%), compared to July and September (65% and 66% respectively).

**Figure 14: Satisfaction with the arrangements for allocating SFA**

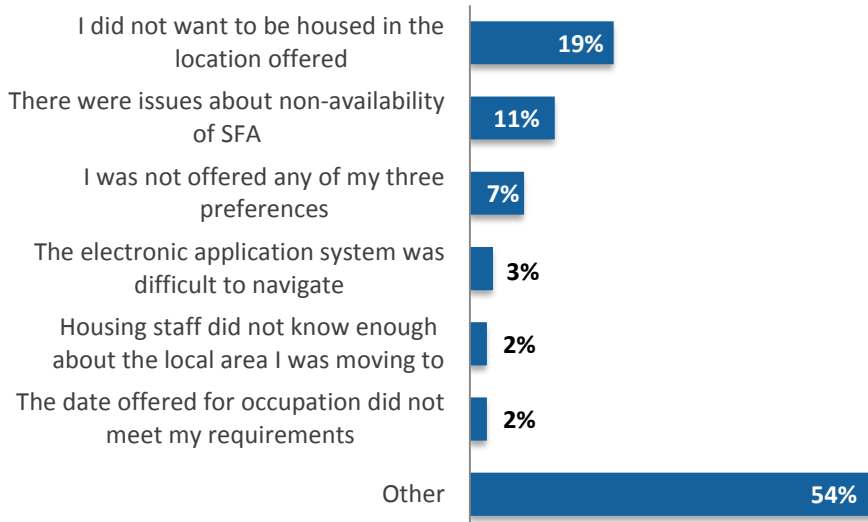
Percentage of respondents



All respondents who expressed dissatisfaction with the arrangements for allocating SFA were asked why. The most common reason identified was because they did not want to be housed in the location that was offered to them, with a fifth (19%) selecting this as a reason for their dissatisfaction.

**Figure 15: Reason for dissatisfaction with the arrangements for allocating SFA**

Percentage of respondents- base size 482



Over half (54%) cited 'Other' reasons for their dissatisfaction. In Q2 2016/2017, there were a total of 69 'Other' responses which include:

#### Process - 38 people

- It's done a single point system who do not have the full picture and lots of houses are left empty
- Due to first time moved into military house, went online to do the process was told I cannot view any people until 4 month point, came back at 4 months found I had already been allocated a house without having an opportunity to look, when I put a complaint in it was not listened to.
- 1. The allocation thing, they don't understand enough about individual circumstances to make the right decision 2. The allocation process it isn't adequately linked to any other processes
- I made the application saying I can choose preferences, and then got a not saying I can't make a preference, already offered a property, lumped with a house I did not want for 6 months then had to pay to move to another one.

#### Lack of info about property - 14 people

- Quite impersonal, hard to find info, when did find it eventually allocated a property only given one option, no visibility of the inside of the property, with 4 weeks' notice sent an email saying house had been revoked someone else had moved into house, told to contact people but no info provided, caused a lot of stress for my family and probably the closest I have come to leaving the Armed forces due the poor service in terms of housing allocation.
- It's my first appointment so had to use someone else's system, given one tiny postage sized stamp picture of the house had to decide future of family based on this.



### Lack of info about property (continued) -14 people

- As you pick on line all you can see is the front of the house no rooms ground nothing not allowed to go visit it or anything.
- I couldn't even view the property. When we moved we took a gamble. When asked if I can view the property Carillion Amy said they don't offer this service. We struggled moving in because we realised there was an upstairs flat and there was no explanation on the website about that.

### Personal circumstances/preference not taken into account - 12 people

- Because it's an incredibly painful process when you're a single parent proving that you need more than a 2 bedroom flat, I have another child who sometimes comes stay with me female older than brother. Told house was no longer available within three days of moving into house. Hoops I had to jump through in order to get accommodation, fairly unsatisfactory process to go through.
- Because I struggled to get a 3 bedroom house for me my wife and my son, when I know there are married people with no kids in properties considerably nicer than mine.
- No options for specific need, e.g. number of kids, dogs etc.
- It is just sometime you have circumstances that require something else and no one listens to you they just say sorry this book says this, so this is all we can do.

Other reasons include lack of choice, with some customers stating that they were only offered one property (11 people), property being unsuitable (10 people) and lack of communication (8 people).

### Property meeting expectations

Since Q3 2014/15, all respondents were asked if the property they were allocated met their expectations. 77% agreed that their property met their expectations either in 'all' or 'some' aspects, with 42% stating that it met their expectations in 'all aspects'. 16% of customers indicate that there were some aspects that they were unhappy with, and 7% state that it did not meet their expectations at all.

**Figure 16: Did the allocated property meet expectations**

Percentage of respondents- base size 2388

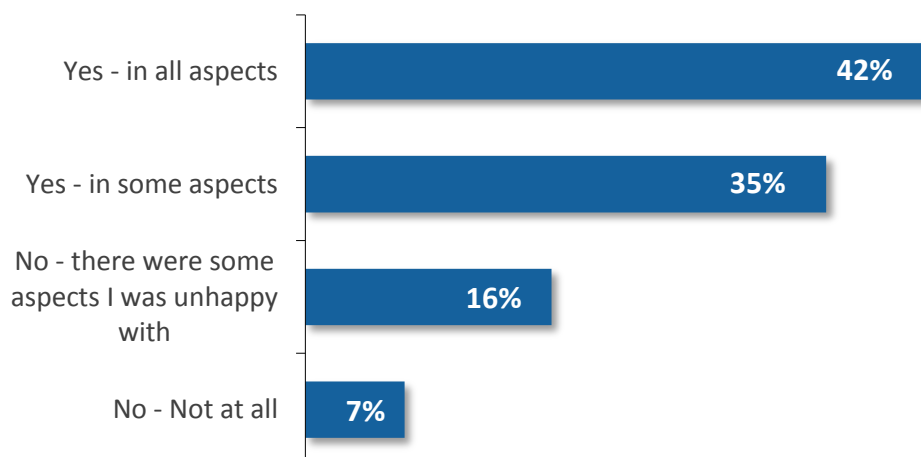
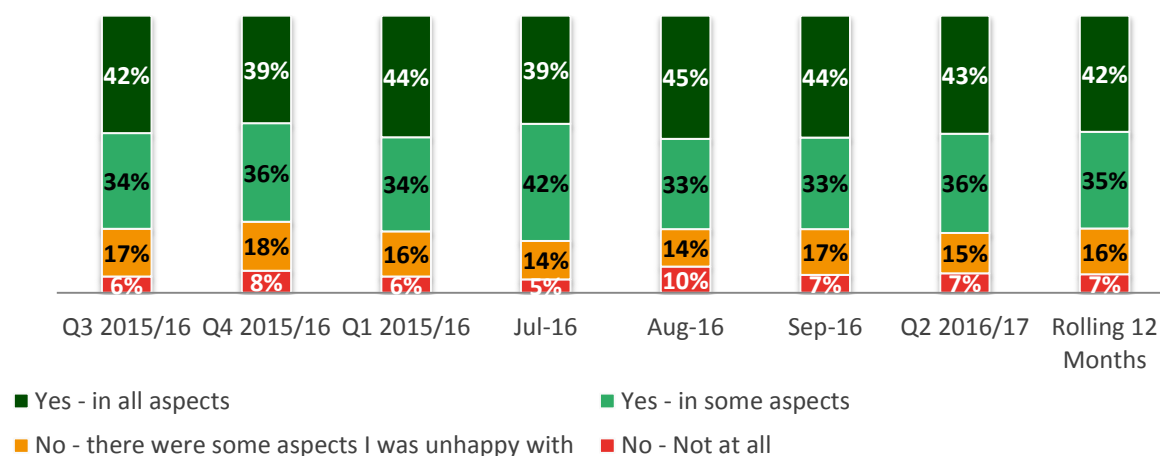


Figure 17 shows that the proportion of respondents who felt that the allocated property met their expectations is similar in this quarter (79%) to previous quarters (76-78%). Monthly analysis of this quarter shows that the proportion who had stated that their expectations were met in 'all' or 'some aspects' has been higher in July (81%), compared to August (78%) and September (77%).

**Figure 17: Did the allocated property meet expectations**

Percentage of respondents

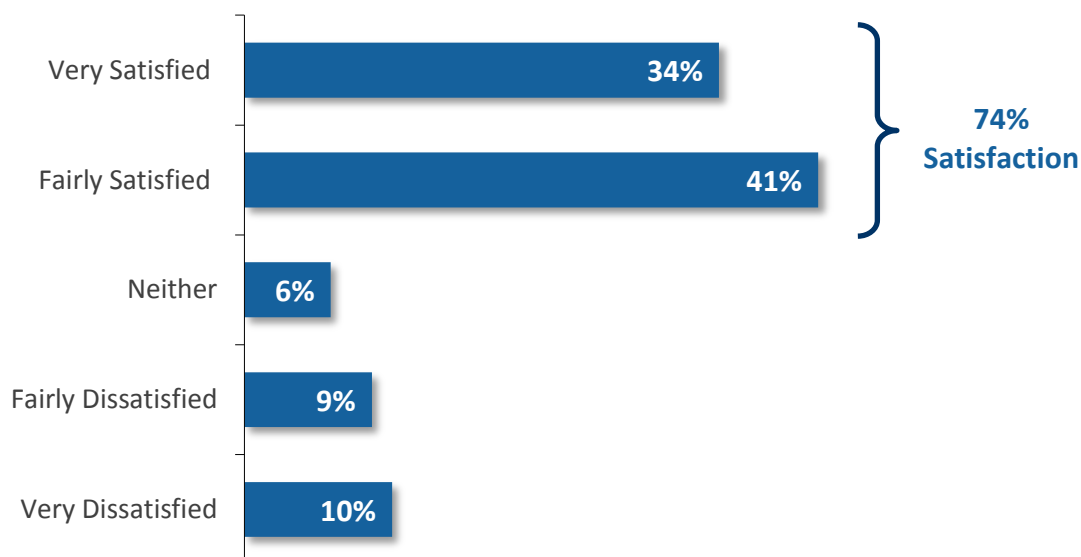


### Move In

All respondents were asked how satisfied they were with the way their move in was dealt with. As shown below, three-quarters (74%) express satisfaction in this area, with 34% indicating that they are 'very satisfied'. Just under a fifth (19%) express some degree of dissatisfaction.

**Figure 18: Satisfaction with the way the Move In was dealt with**

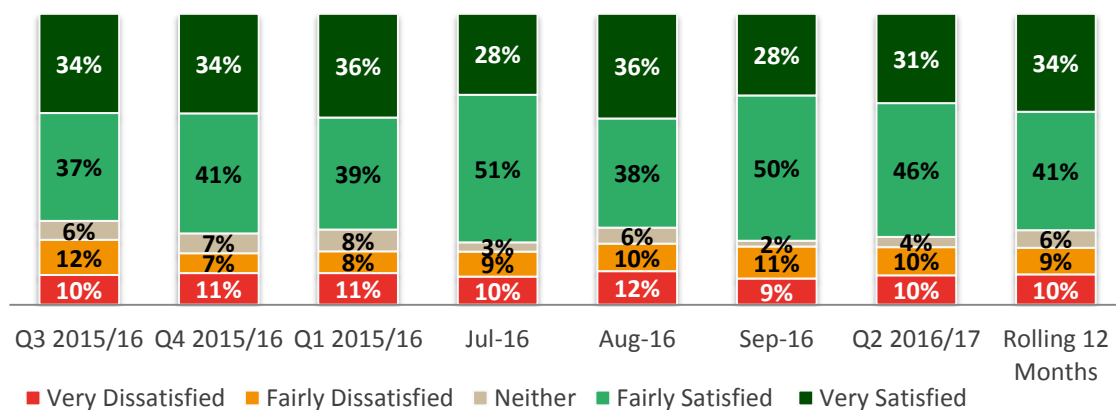
Percentage of respondents- base size 2388



Satisfaction expressed in this quarter Q2 2016/17 (74%) is consistent with that expressed in Q1 2016/17 and Q4 of 2016/17 (75% both) and slightly higher than Q3 of 2015/16 (71%). Comparison of satisfaction levels on a month-by-month basis in this quarter shows some fluctuation, with 79% expressing some degree of satisfaction in July; 74% in August; and 78% in September. When focusing solely on the proportion of who are 'very satisfied', Figure 19 below shows that July and September are similar, with 28%. This compares to 36% in August.

**Figure 19: Satisfaction with the way the Move In was dealt with**

Percentage of respondents

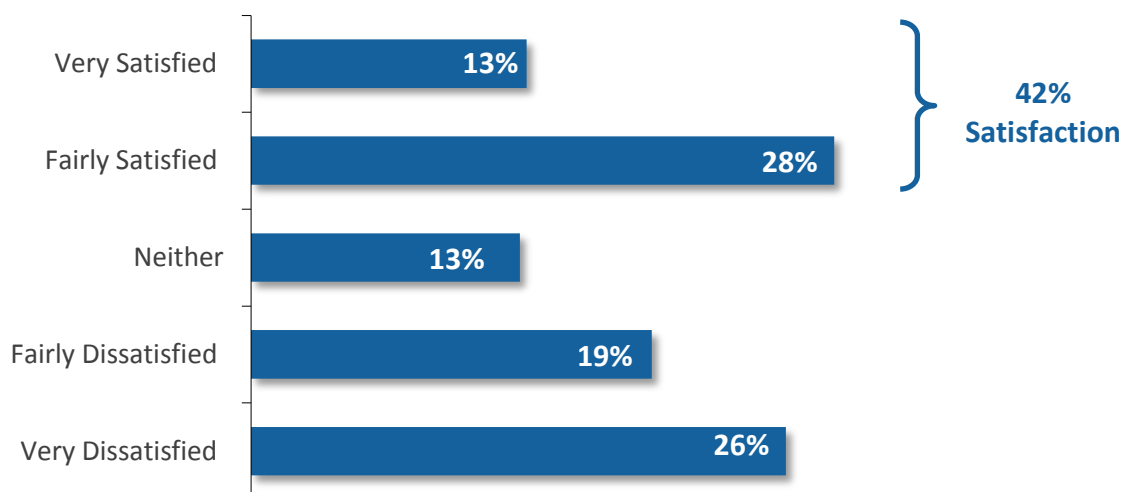


### Repairs and maintenance

Only 42% of customers express satisfaction with the way the contractor deals with repairs and maintenance issues, with only 13% reporting that they are 'very satisfied'. More than four out of ten (45%) indicate some degree of dissatisfaction. This question drew one of the lowest levels of satisfaction and highest levels of dissatisfaction throughout the survey.

**Figure 20: Satisfaction with the way the contractor deals with repairs and maintenance issues**

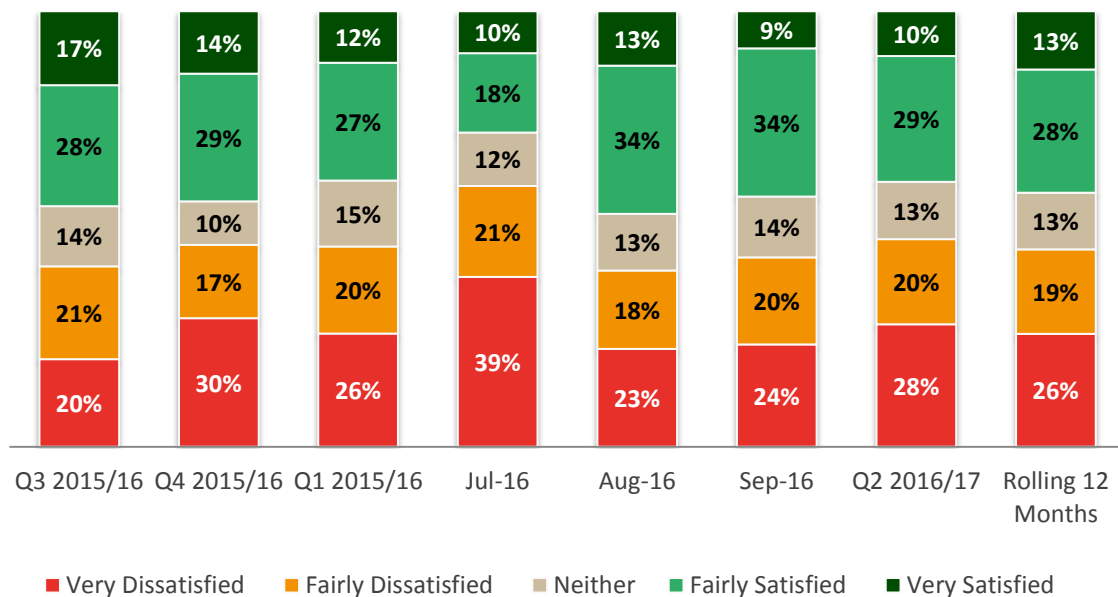
Percentage of respondents- base size 2388



The overall satisfaction level expressed in this quarter (42%), is higher compared to Q1 (39%) and consistent with Q4 of 2015/16 (43%). Satisfaction has also varied across the months of this quarter, with 28% reporting satisfaction in July; much lower than both in August and September (47% and 43% respectively).

**Figure 21: Satisfaction with the way the contractor deals with repairs and maintenance issues**

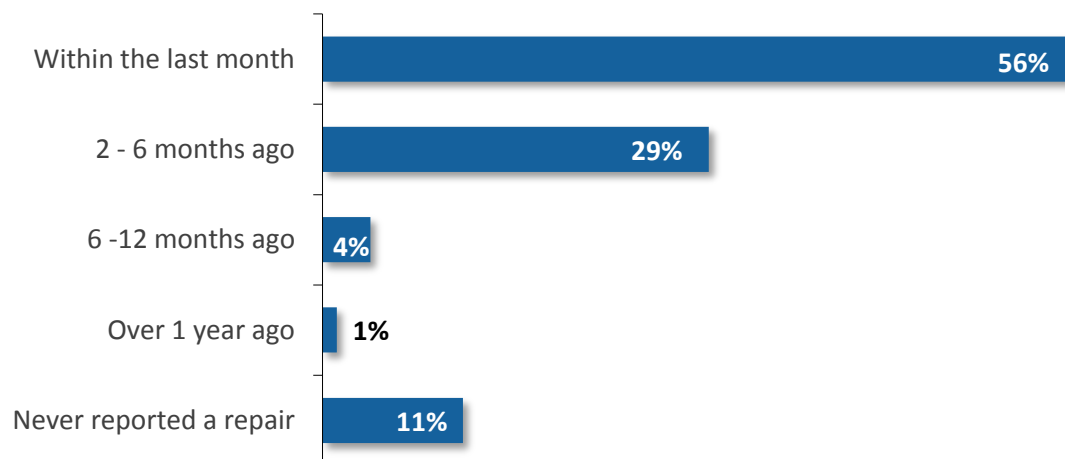
Percentage of respondents



As shown in Figure 22 below, over half of customers (56%) have been in contact with a Help Desk to report a repair or maintenance issue within the last month. Three out of ten (29%) have reported a repair or maintenance issue within the last 2-6 months, whilst 11% indicate that they have never reported a repair.

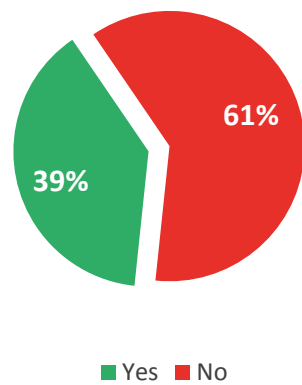
**Figure 22: Last contacted a Help Desk to report repair or maintenance issue**

Percentage of respondents- base size 2388



**Figure 23: Was the repair completed at the first visit**

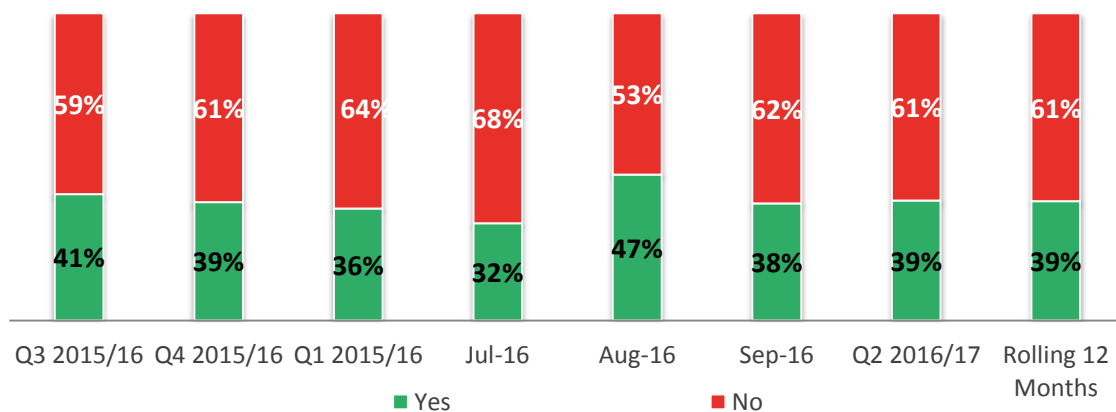
Percentage of respondents- base size 2134



Since Q3 2014/15, customers who stated that they had contacted a Help Desk to report a repair were asked if their last repair was completed at the first visit. As shown in Figure 23 on the left, less than half of customers (39%) indicate that their last repair was completed at the first visit. When assessing on a quarterly basis, Figure 24 below shows that the number of people who have had their repairs completed on the first visit in this quarter (39%) is higher than the previous quarter (36%) and consistent with Q3 and Q4 of 2015/2016 (41% and 39% respectively). When looking at a monthly breakdown, it is evident there has been some fluctuation, with 32% stating that repairs were completed on the first visit in July, 47% in August and 38% in September.

**Figure 24: Was the repair completed at the first visit**

Percentage of respondents

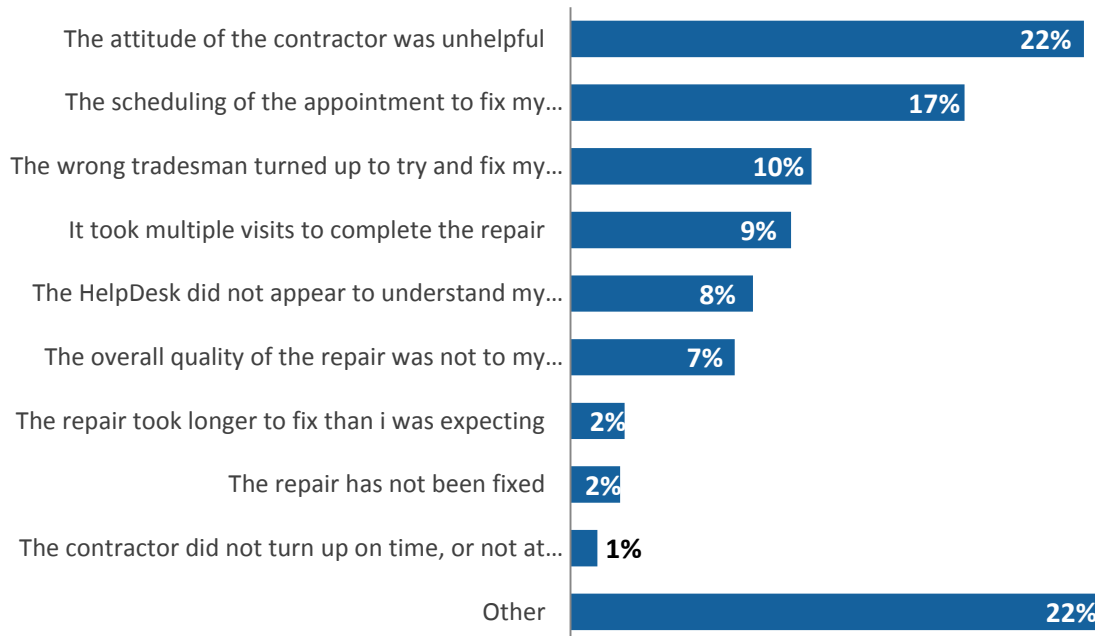


All respondents who expressed dissatisfaction with the way the contractor deals with repairs and maintenance issues, and also indicated making contact with a Help Desk to report a repairs and maintenance issue within the last 12 months, were asked why they were dissatisfied.

As shown in Figure 25, reasons vary greatly. Around a fifth (22%) of customers indicate that the main reason for dissatisfaction is the unhelpful attitude of the contractor, whilst 17% indicate dissatisfaction was due to the scheduling of the appointment to fix the problem being inconvenient.

**Figure 25: Reasons for dissatisfaction with the way the contractor deals with repairs and maintenance issues**

Percentage of respondents- base size 1057



In the last 12 months, 22% state 'Other' reasons for their dissatisfaction which include:

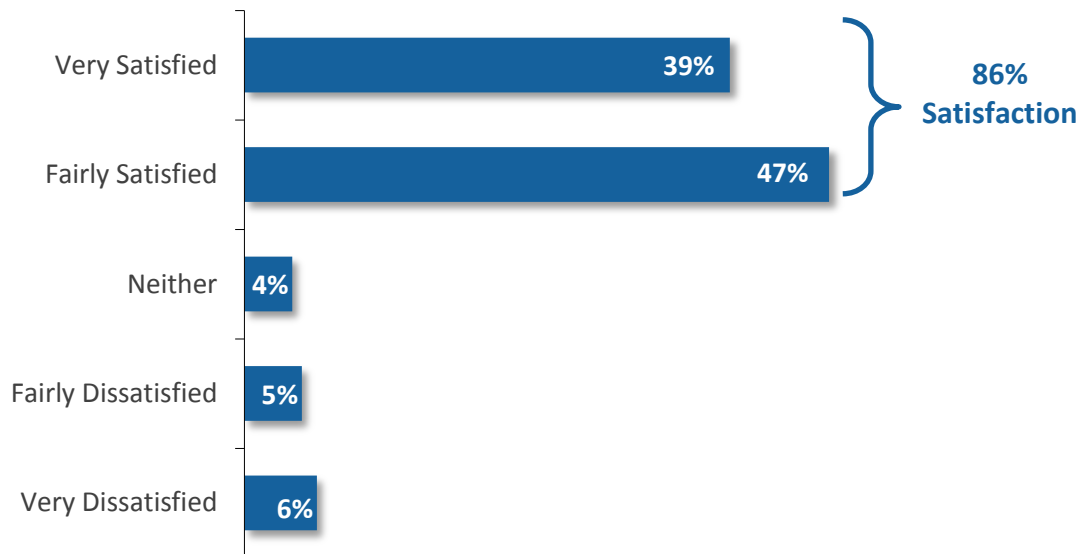
- Because it just seems to me, when it comes down to doing the job itself they do not come out and do it, I reported a hornets nest right above my daughter's bedroom, took them 5-6 days to come out, said they came out but did not, I waited in all day and they just lied to us, so had to wait another week. Asbestos did not deal with just put a plastic bag over it, were just trying to save money, had an issue with infestation slugs. Moved into new house still dirty, stains floor, paint coming off the walls, said get sorted did not do. In my bathroom where shower net is mould on the wall, they have just painted over the mould rather than dealing with the actual issue.
- The main problem is they do a quick fix job well but if it's a long term job they come and do a quick job which does not fix the long term problem. Emergency jobs done, secondary jobs not done. Multiple jobs this has happened with.
- Whenever I call up always a long waiting list, whenever I report job very rarely send correct person with correct tools, took a year to fit a carpet, shower unit had about 7 people come out and look it still faulty. The jobs they do complete are done to a very poor standard.
- I think the problem is the system you have for reporting the faults all done by phone, so the nature of the fault gets lost in the system, often come out expecting to do one thing when in fact the repair you need done is for something else, so you end up having to wait another week as do not have the right kit.
- So on numerous occasions when repairs require return visits, the gentleman that came was rude to wife, they came back to attempt to repair on property parts not delivered, job cancelled sometimes still incomplete, had people who I have had to recall immediately after left to say repair still not done.

## Move Out

All respondents who have experienced a move out were asked how satisfied they are with the way it was dealt with. As shown in Figure 26, 86% of customers express satisfaction, with 39% being 'very satisfied'. One out of ten (11%) indicate some degree of dissatisfaction. This is one of the highest levels of satisfaction expressed in this survey and lowest levels of dissatisfaction.

**Figure 26: Satisfaction with the way the Move Out was dealt with**

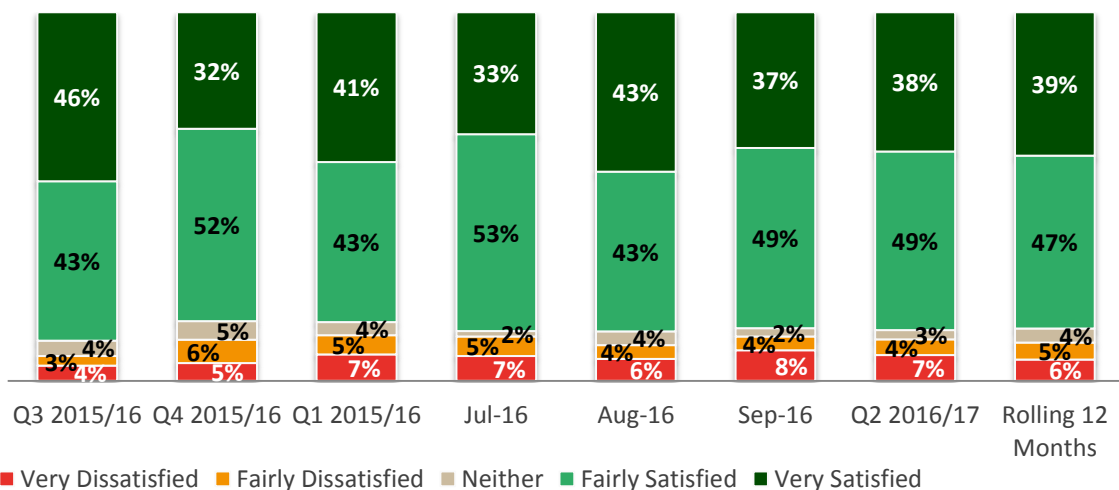
Percentage of respondents - base size 1568- not applicable removed



At 86%, the overall satisfaction level expressed in Q2 2016/17 is in line with Q1 2016/17 and Q4 of 2015/16 (84%) and slightly lower than Q3 2015/16 (89%). Monthly analysis shows that satisfaction was exactly the same throughout all three months of Q2 2016/17 (86%).

**Figure 27: Satisfaction with the way the Move Out was dealt with**

Percentage of respondents - non applicable removed

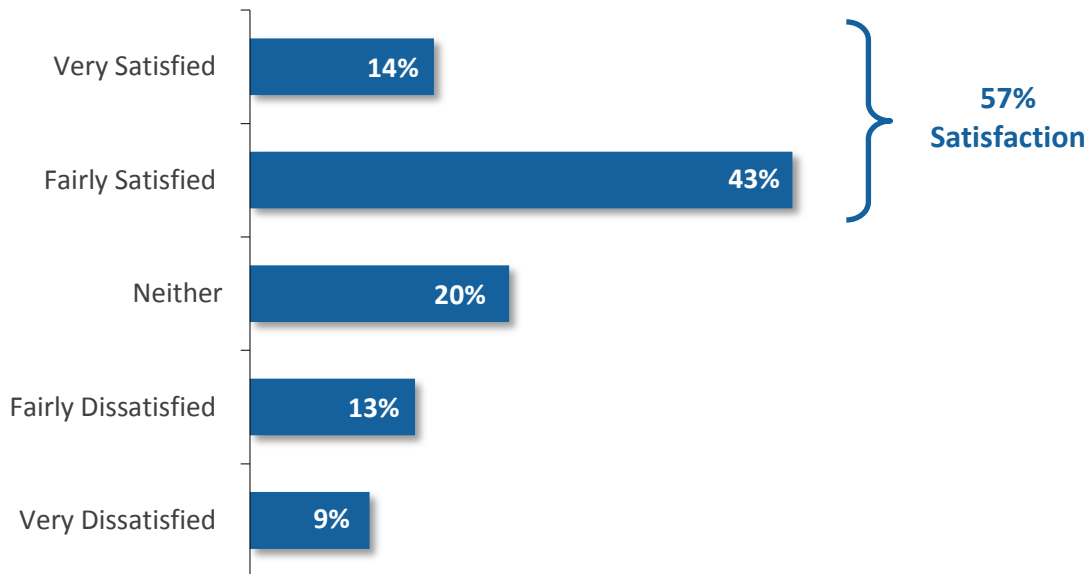


### Opportunity to make views known

Since Q3 2014/15, all respondents were asked how satisfied or dissatisfied they are that DIO Accommodation gives them the opportunity to make their views known. Overall, 57% of customers are satisfied and 22% dissatisfied. A fairly large proportion appears to be ambivalent, with a fifth (20%) stating that they are neither satisfied nor dissatisfied.

**Figure 28: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known**

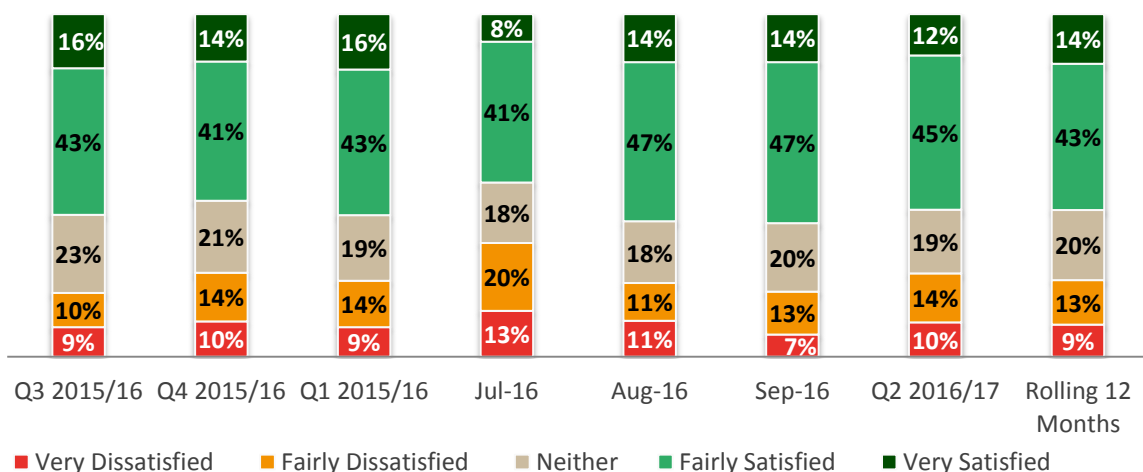
Percentage of respondents- base size 2401



When looking at results on a quarterly basis, satisfaction has decreased slightly in Q2 2016/17 to 57%, after gradually increasing from 55% in Q4 2015/16 to 59% in Q1 2016/17. Monthly analysis of this quarter shows that satisfaction was lowest in July (49%), compared to August and September (61%).

**Figure 29: Satisfaction that DIO Accommodation gives customers the opportunity to make their views known**

Percentage of respondents



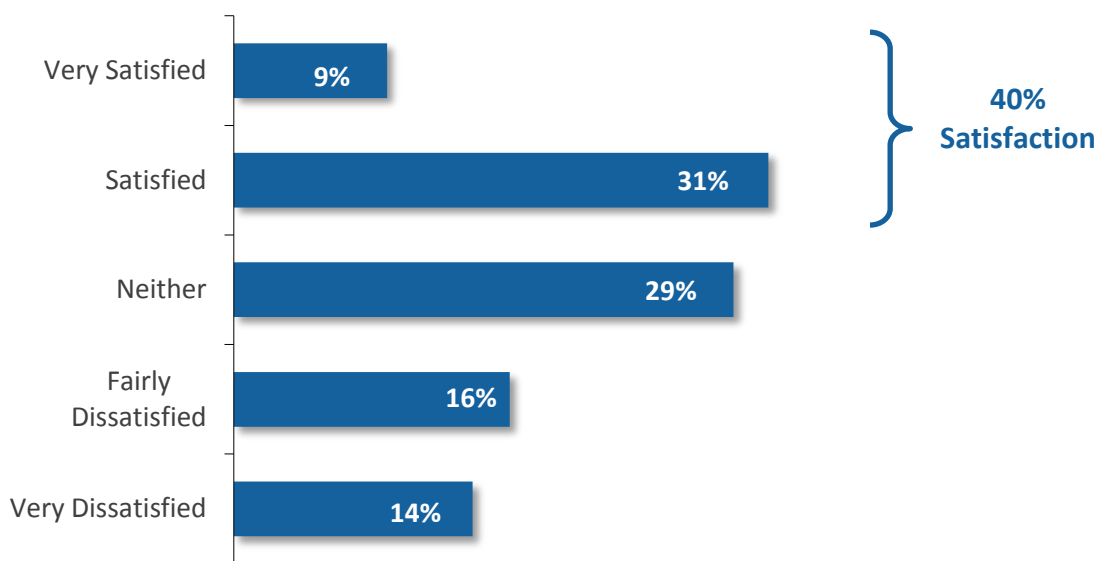


### Listen to views and act upon them

All respondents were asked how satisfied they are that DIO Accommodation listens to views and acts upon them. As the results below show, less than half (40%) of customers express that they are satisfied, with only 9% expressing that they are 'very satisfied'. Three out of ten (30%) indicate that they are dissatisfied. A large proportion appears to be ambivalent, with three out of ten (29%) stating that they are neither satisfied nor dissatisfied. This question yields one of the lowest levels of satisfaction and highest levels of dissatisfaction.

**Figure 30: Satisfaction that DIO Accommodation listens to views and acts upon them**

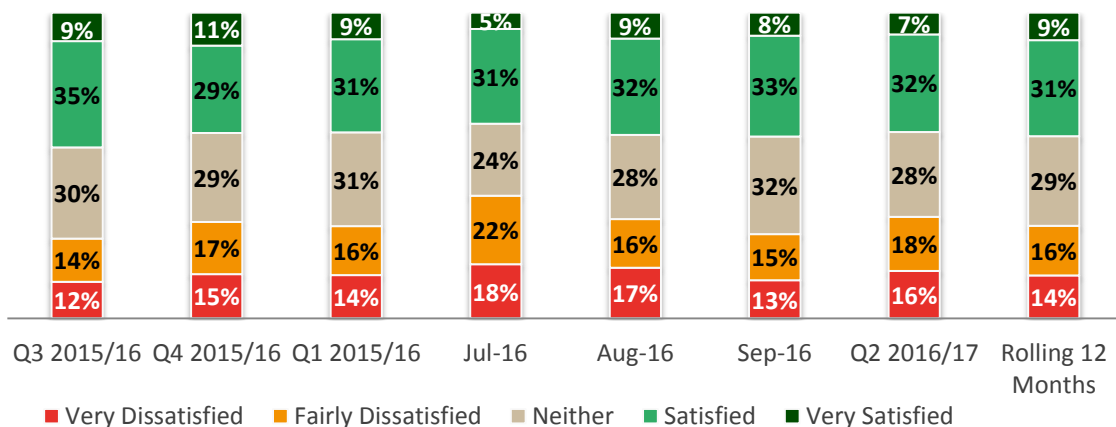
Percentage of respondents- base size 2388



Satisfaction in this quarter (39%) is similar to Q1 2016/17 and Q4 2015/16 (40%) and lower than in Q3 (44%) of 2015/16. When comparing satisfaction levels from each month's data collection in this quarter, it shows that satisfaction was higher in August and September (41%) compared to July (36%).

**Figure 31: Satisfaction that DIO Accommodation listens to views and acts upon them**

Percentage of respondents

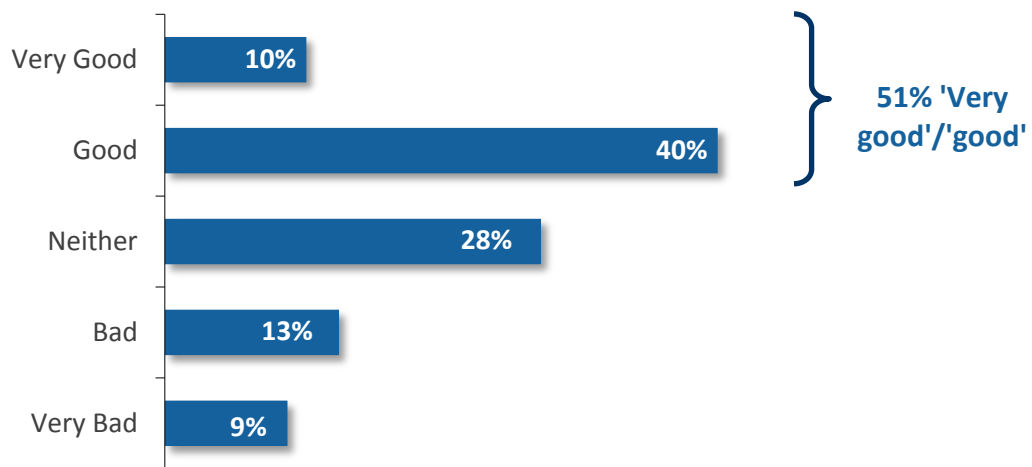


## Keeping customers informed

Since Q3 2014/15, all respondents were asked how good or bad DIO accommodation are at keeping customers informed about issues that might affect them. Overall, just over half (51%) of customers feel that DIO Accommodation is good (very good and good combined) at doing this, with 10% stating they are 'very good' at this. A fifth (22%) of customers state that DIO Accommodation is bad (bad and very bad combined) at keeping customers informed. 28% of customers are indifferent. This area has one of the lowest levels of satisfaction.

Figure 32: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

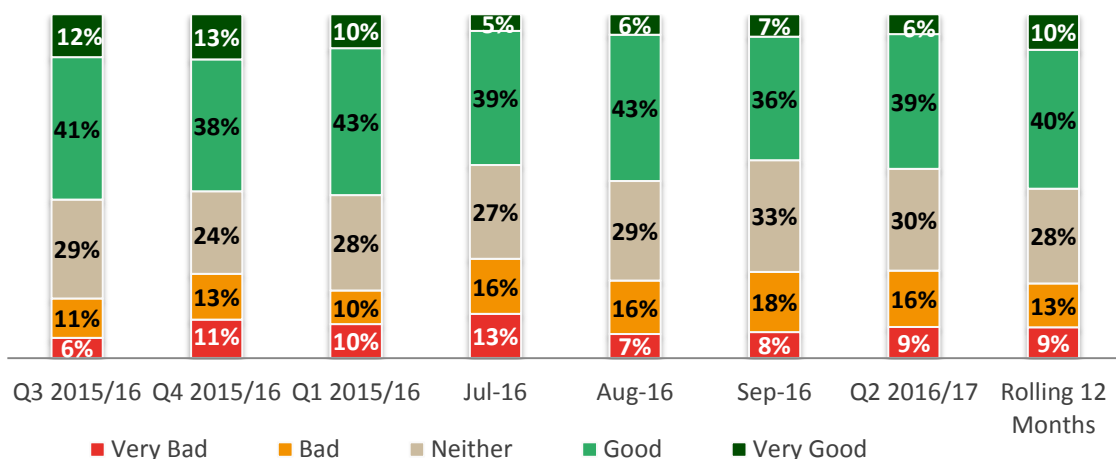
Percentage of respondents- base size 2388



The proportion of satisfied customers in Q2 2016/17 (45%) is considerably lower than in previous quarters (52-53%). When referring to the results from each month's data collection in this quarter, we can easily see that the proportion of customers who state that DIO Accommodation are good at keeping customers informed was highest in August (49%) compared with July (44%) and September (43%).

Figure 33: How good or bad are DIO Accommodation at keeping customers informed about issues that might affect them as a customer

Percentage of respondents

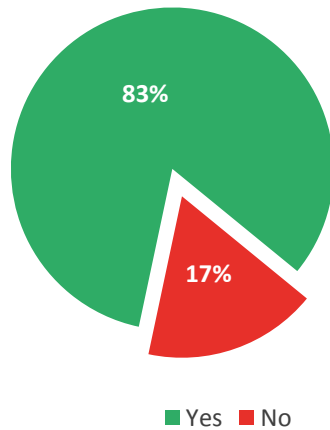


## Communications awareness

Since Q3 2014/15, all respondents were asked if they are aware of the introduction of the New National Housing Prime Contract. 83% of customers state that they are.

**Figure 34: Aware of the introduction of the new National Housing Prime Contract**

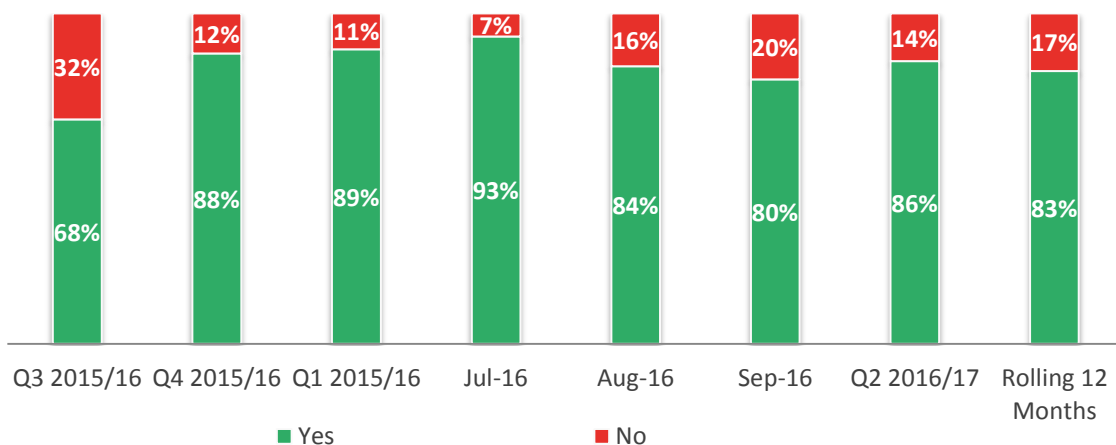
Percentage of respondents- base size 2388



Awareness in this quarter (86%) is lower than in Q1 2015/16 (89%) and Q4 2015/16 (88%) but is still greater compared to Q3 of 2015/16 (68%). When comparing the results by each month's data collection in Q2 2016/17, awareness is decreasing from 89% in July, to 84% in August and then to 80% in September.

**Figure 35: Aware of the introduction of the new National Housing Prime Contract**

Percentage of respondents

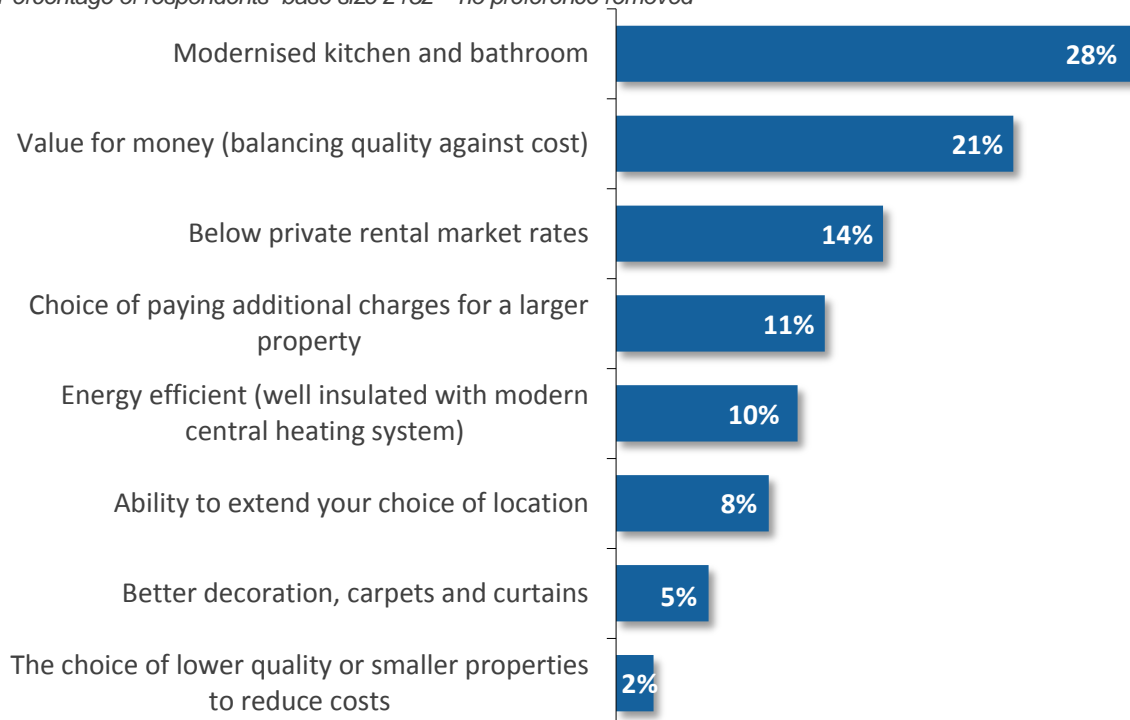


## SFA Priorities

All respondents were asked to select, from a list of eight choices, which would be their top priority. As shown below, having a modernised kitchen and bathroom are customers' top priority, with 28% selecting this option. Just over a fifth (21%) state that value for money is their top priority. The lowest priority for customers is the choice of lower quality or smaller properties to reduce costs (2%), and having better decoration, carpets and curtains (5%).

**Figure 36: Priorities for Service Family Accommodation**

*Percentage of respondents- base size 2152 – no preference removed*



When comparing results from this quarter to that of three previous quarters, value for money and modernised kitchen and bathroom are consistently the top priorities.



**Appendix A: Survey Q1 2014/15 – Q2 2014/15**

**Appendix B: Survey Q3 2014/15 – Q2 2016/17**

## 13076 Ministry of Defence Customer Satisfaction Tracker Survey

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is ..... and I am calling from M•E•L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ: Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?**

**If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)**

**M•E•L is an independent market research company that undertakes surveys on behalf of clients nationally. More details about M•E•L can be found here [www.m-e-l.co.uk](http://www.m-e-l.co.uk)**

**Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?**

- Very Satisfied  
 Fairly Satisfied  
 Neither  
 Fairly Dissatisfied  
 Very Dissatisfied

**Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?**

- Very Satisfied  
 Fairly Satisfied  
 Neither  
 Fairly Dissatisfied  
 Very Dissatisfied

- Q3 How satisfied or dissatisfied are you with the overall quality of your home?**
- Very Satisfied
  - Fairly Satisfied
  - Neither
  - Fairly Dissatisfied
  - Very Dissatisfied
- Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?**
- Very Satisfied
  - Fairly Satisfied
  - Neither
  - Fairly Dissatisfied
  - Very Dissatisfied
- Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?**
- Very Satisfied
  - Fairly Satisfied
  - Neither
  - Fairly Dissatisfied
  - Very Dissatisfied
- Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**
- Very Satisfied
  - Fairly Satisfied
  - Neither
  - Fairly Dissatisfied
  - Very Dissatisfied
  - Not Applicable
- Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?**
- Very Satisfied
  - Fairly Satisfied
  - Neither
  - Fairly Dissatisfied
  - Very Dissatisfied



**Q7a Why are you most dissatisfied with the arrangements for allocating SFA?**

- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

*(please specify)*

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**Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q9a When did you last call a HelpDesk to report a repair and maintenance issue?**

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

**Q9b Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?**

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient
- The contractor did not turn up on time, or not at all, without pre-warning me
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction

- It took longer to repair than I was expecting
  - Other
- (please specify)

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**Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

**Q11 How satisfied or dissatisfied are you that DIO Ops Accommodation listens to your views and acts upon them?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q11a When was the last time you contacted DIO accommodation or heard from them?**

- Within the last month
- 2 - 6 months ago
- 6 - 12 months ago
- Over 1 year ago
- Never contacted DIO accommodation

**Q11b Thinking about the time you contacted DIO accommodation, why do you think they did not listen to your views, nor act upon them?**

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**Q11c How would you prefer DIO accommodation to communicate with you?**

- Email

- Telephone
- In writing
- Visit to your home by staff
- Open meetings
- Text / SMS
- Newsletter
- Social media
- Website
- Other

*(please specify)*

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**Q11d How often should DIO accommodation communicate directly to you?**

- Weekly
- Fortnightly
- Monthly
- Once every 2 - 3 months
- Once every 3 - 6 months
- Once every 6 months - 1 year
- 1 year +

**Q12a Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:**

**[TOP PRIORITY]**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

**Q12b Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:**

**[SECOND PRIORITY]**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property

- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

**Q12c Thinking about Service Family Accommodation overall, which of the following list would be your top, second and third service priority:  
[THIRD PRIORITY]**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)

**Thank you for your time, Your feedback is extremely valuable to the Ministry of Defence and will help improve the housing services provided.**

# Appendix B: Survey Q3 2014/15 – Q2 2016/17

## 13076 Ministry of Defence Customer Satisfaction Tracker Survey (From October 2014)

Good morning/afternoon/evening. Please can I speak to [CUSTOMER'S NAME]? My name is ..... and I am calling from M•E•L Research, on behalf of the Ministry of Defence. We are talking to customers living in Service Family Accommodation to gather feedback and identify ways of making further improvements to the housing service.

Would you have a few minutes spare to answer some questions?

- IF YES, READ:** Before we start I need to inform you that this call is being recorded for monitoring and training purposes. Are you happy to continue?

If respondent wants to check the validity of the survey direct to website (<https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact>) or call Jack Harper on Freephone (0800 0730 348)

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Taking everything into account, how satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors?

Q1

- Very Satisfied  
 Fairly Satisfied  
 Neither  
 Fairly Dissatisfied  
 Very Dissatisfied

Q2 How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA?

- Very Satisfied  
 Fairly Satisfied  
 Neither  
 Fairly Dissatisfied  
 Very Dissatisfied

Q3 How satisfied or dissatisfied are you with the overall quality of your home?

- Very Satisfied  
 Fairly Satisfied  
 Neither  
 Fairly Dissatisfied  
 Very Dissatisfied

**Q4 How satisfied or dissatisfied are you with your SFA estate as a place to live?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q5 How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q6 How satisfied or dissatisfied are you that your daily occupancy charges provide value for money?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

**Q7 How satisfied or dissatisfied are you with the arrangements for allocating SFA to you?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q7a Why are you most dissatisfied with the arrangements for allocating SFA?**

- The electronic application system was difficult to navigate
- Housing staff did not know enough about the local area I was moving to
- I was not offered any of my three preferences
- There were issues about non-availability of SFA
- I did not want to be housed in the location offered
- The date offered for occupation did not meet my requirements
- Other

*(please specify)*

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**Q7b Did the property you were allocated meet your expectations?**

- Yes - in all aspects
- Yes - in some aspects
- No - there were some aspects I was unhappy with
- No - Not at all

**Q8 How satisfied or dissatisfied are you with the way your Move In was dealt with?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q9 How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q9a When did you last call a HelpDesk to report a repair and maintenance issue?**

- Within the last month
- 2 - 6 months ago
- 6 -12 months ago
- Over 1 year ago
- Never reported a repair

**Q9b Was the repair completed at the first visit?**

- Yes
- No

**Q9c Why are you dissatisfied with the way the contractor deals with repairs and maintenance issues?**

- The HelpDesk did not appear to understand my problem
- The scheduling of the appointment to fix my problem was inconvenient
- The contractor did not turn up on time, or not at all, without pre-warning me
- The wrong tradesman turned up to try and fix my problem
- The attitude of the contractor was unhelpful
- The overall quality of the repair was not to my satisfaction
- The repair took longer to fix than i was expecting
- It took multiple visits to complete the repair

- The repair has not been fixed
  - Other
- (please specify)*

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**Q10 How satisfied or dissatisfied are you with the way your Move Out was dealt with?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied
- Not Applicable

**Q11 DIO Accommodation tries to involve its customers in shaping the service it provides. Thinking about when this happens...**

**How satisfied or dissatisfied are you that DIO Accommodation gives you the opportunity to make your views known?**

- Very Satisfied
- Fairly Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q11a How satisfied or dissatisfied are you that DIO Accommodation listens to your views and acts upon them?**

- Very Satisfied
- Satisfied
- Neither
- Fairly Dissatisfied
- Very Dissatisfied

**Q11b How good or bad are DIO Accommodation in keeping you informed about issues that might affect you as a customer?**

- Very Good
- Good
- Neither
- Bad
- Very Bad



**Q12 Are you aware of the introduction of new National Housing Prime Contract?**

- Yes
- No

**Q13 Thinking about Service Family Accommodation overall, which of the following list would be your top priority:**

- Modernised kitchen and bathroom
- Below private rental market rates
- Value for money (balancing quality against cost)
- The choice of lower quality or smaller properties to reduce costs
- Better decoration, carpets and curtains
- Choice of paying additional charges for a larger property
- Ability to extend your choice of location
- Energy efficient (well insulated with modern central heating system)
- No preference



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